AWS State, Local, and Education Learning Days

North Carolina

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aws Learning Days
State, Local, and Education

Amazon Connect Workshop

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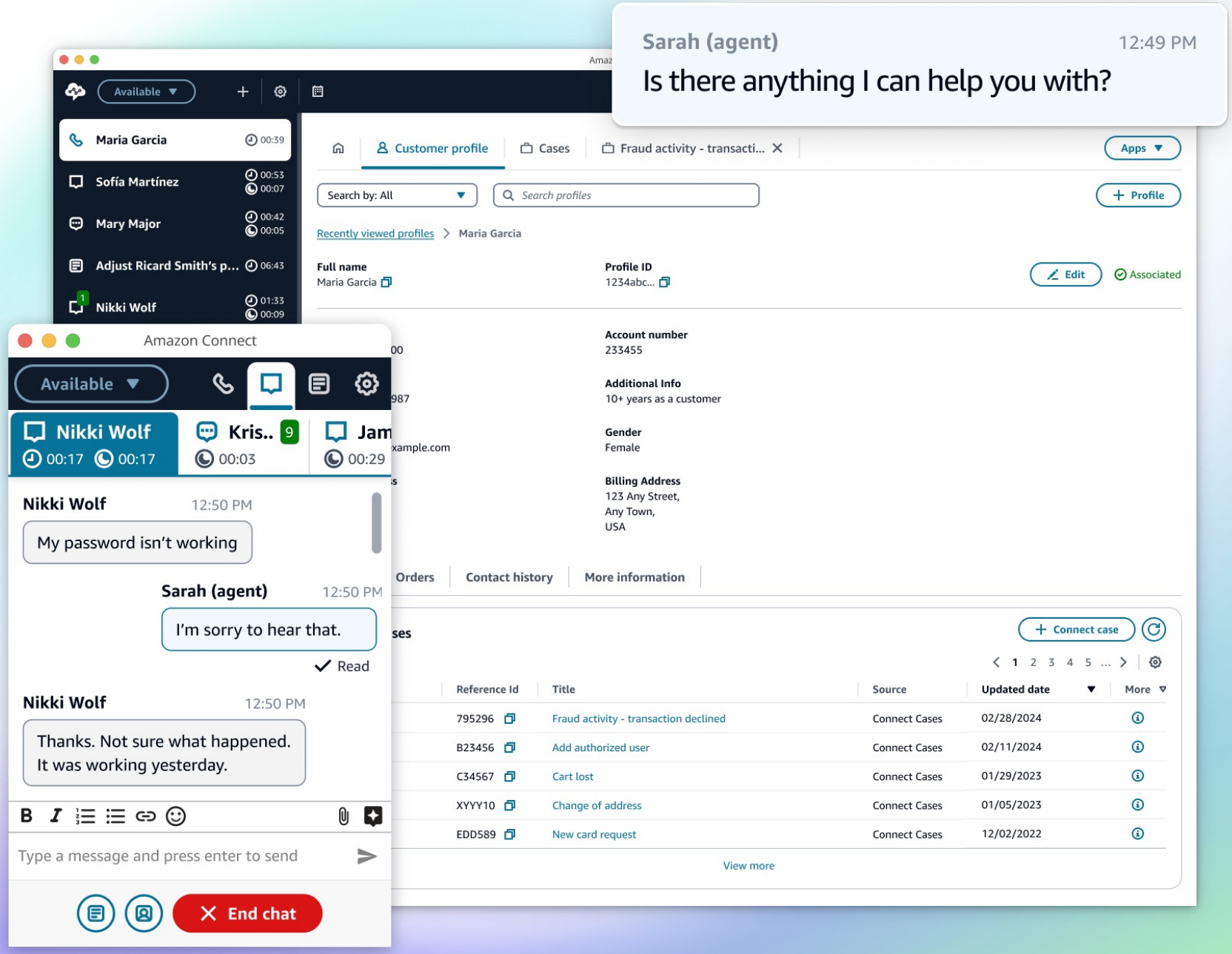
Learning Days
State, Local, and Education



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Amazon Connect

One application. One seamless experience.

TENS OF THOUSANDS OF CUSTOMERS

MORE THAN 10 MILLION CONTACT CENTER INTERACTIONS A DAY

USED BY +100,000 AMAZON CUSTOMER SERVICE ASSOCIATES

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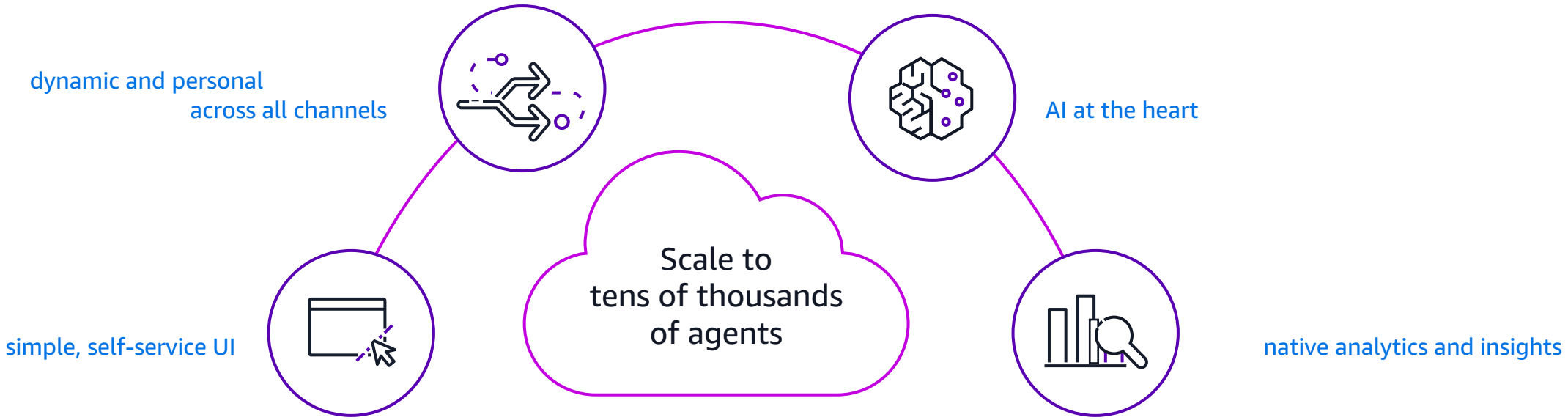
Amazon Connect differentiators

ACCELERATE CX INNOVATION WITH AMAZON'S NATIVE CLOUD CONTACT CENTER



Pay only for what you use

Globally redundant telephony +30 providers, +110 inbound, and +230 outbound countries

Instant access to **+200 fully featured AWS services**

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CUSTOMER

OMNICHANNEL CUSTOMER EXPERIENCE

- High quality voice
- Conversational IVR and chatbots
- Chat, SMS, and messaging
- In-app/web calling and video
- Outbound campaigns
- Voice authentication
- Task management

AGENT

AGENT EMPOWERMENT AND PRODUCTIVITY

- Agent workspace
- Knowledge and agent assist
- Unified customer view
- Case management
- Step-by-step guides

SUPERVISOR

ANALYTICS, INSIGHTS, AND OPTIMIZATION

- Real-time and historical reports and dashboards
- Real-time conversational analytics
- Quality and performance management
- Forecasting, capacity planning, and scheduling

ADMINISTRATOR

CONFIGURATION AND FLEXIBILITY

- Simple, self-service UI; make changes in minutes, not months
- Secure, reliable, and scalable
- Modern API and SDKs for those who want to build

One application. One seamless experience.

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Let’s build a solution!

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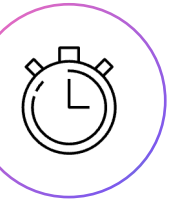
Getting started with this workshop

You have access to an AWS account with any optional pre-provisioned infrastructure and IAM policies needed to complete this workshop.



The AWS account is only available for the duration of this workshop. **You will lose access to the account once the workshop is complete.**

Any optional pre-provisioned infrastructure is deployed to a specific AWS Region. Make sure that you are working in this Region; other Regions are blocked.

Review the terms and conditions of the event. **Do not upload any personal or confidential information to the account.**

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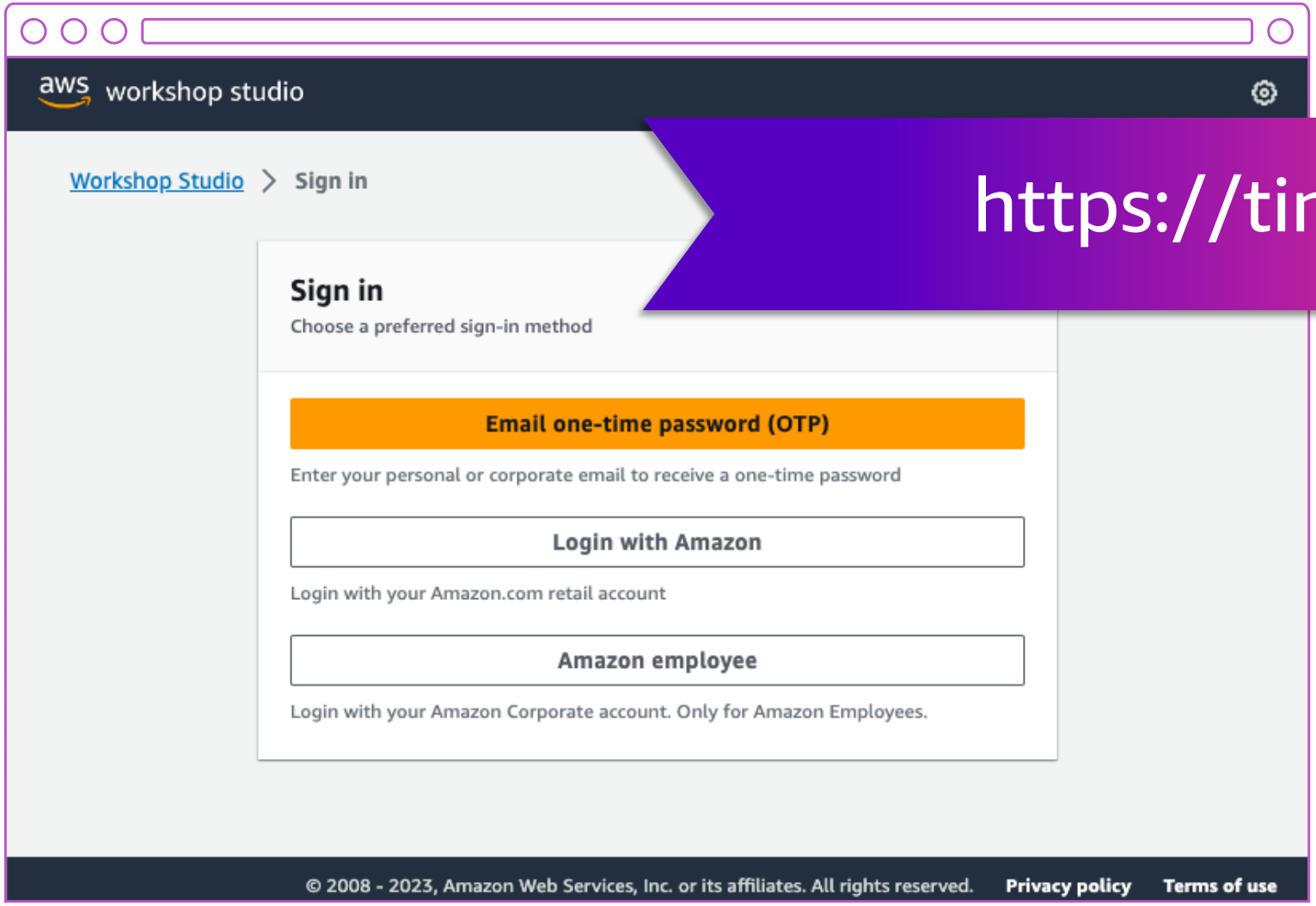
Step 1: Sign in using your preferred method



https://tinyurl.com/...

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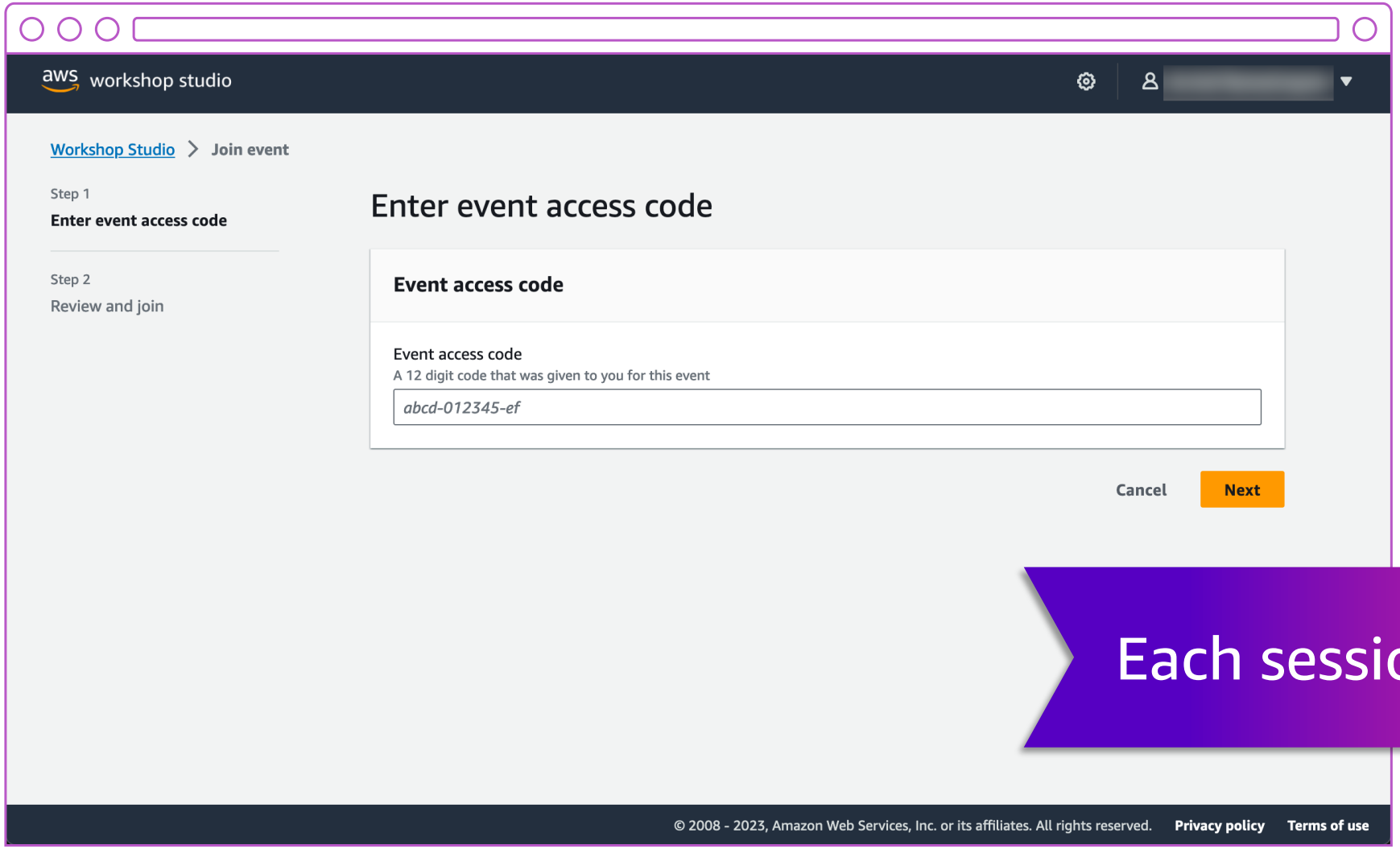
Step 2: Enter the event access code



Each session has a unique code

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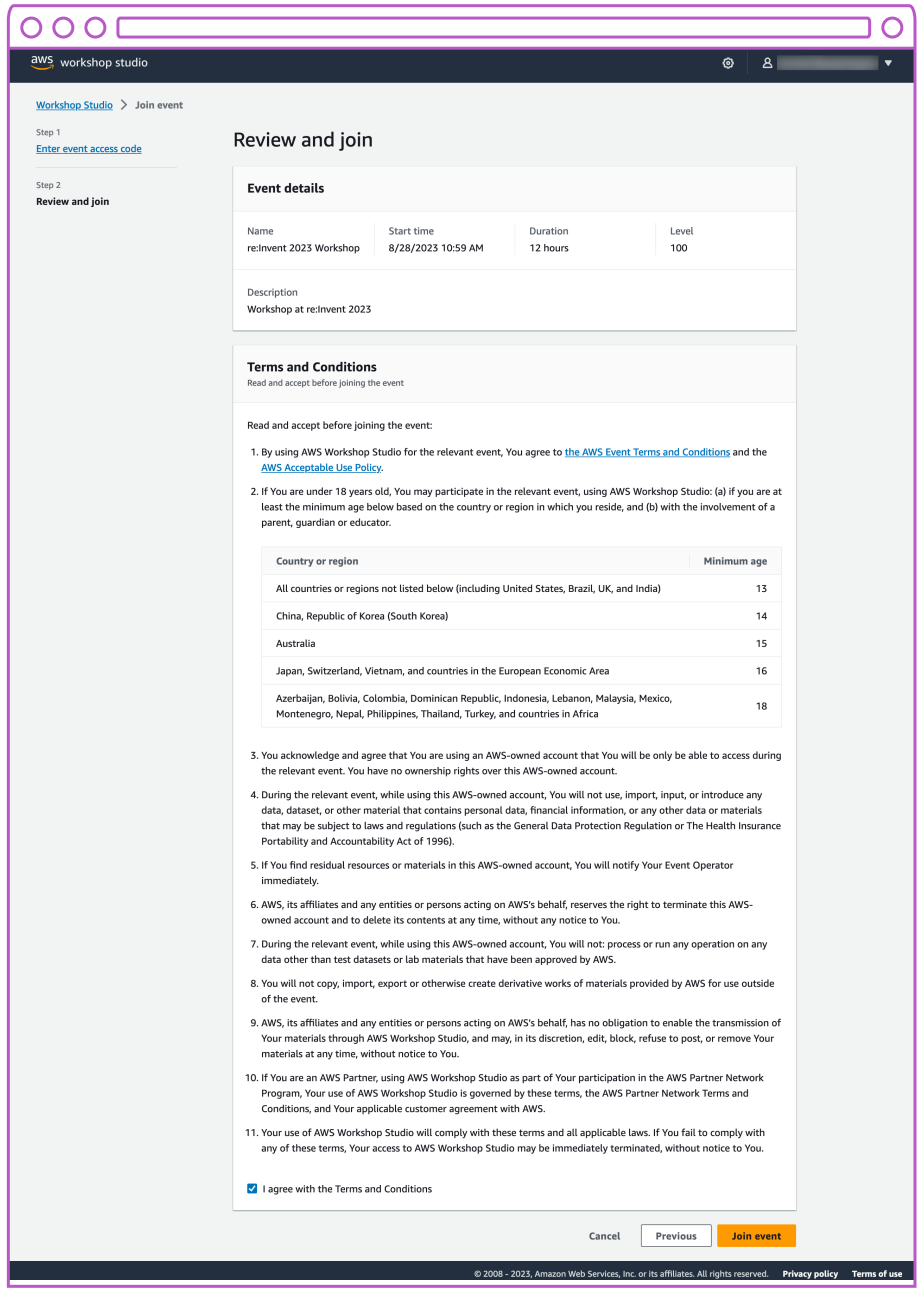
Step 3: Review terms and join event



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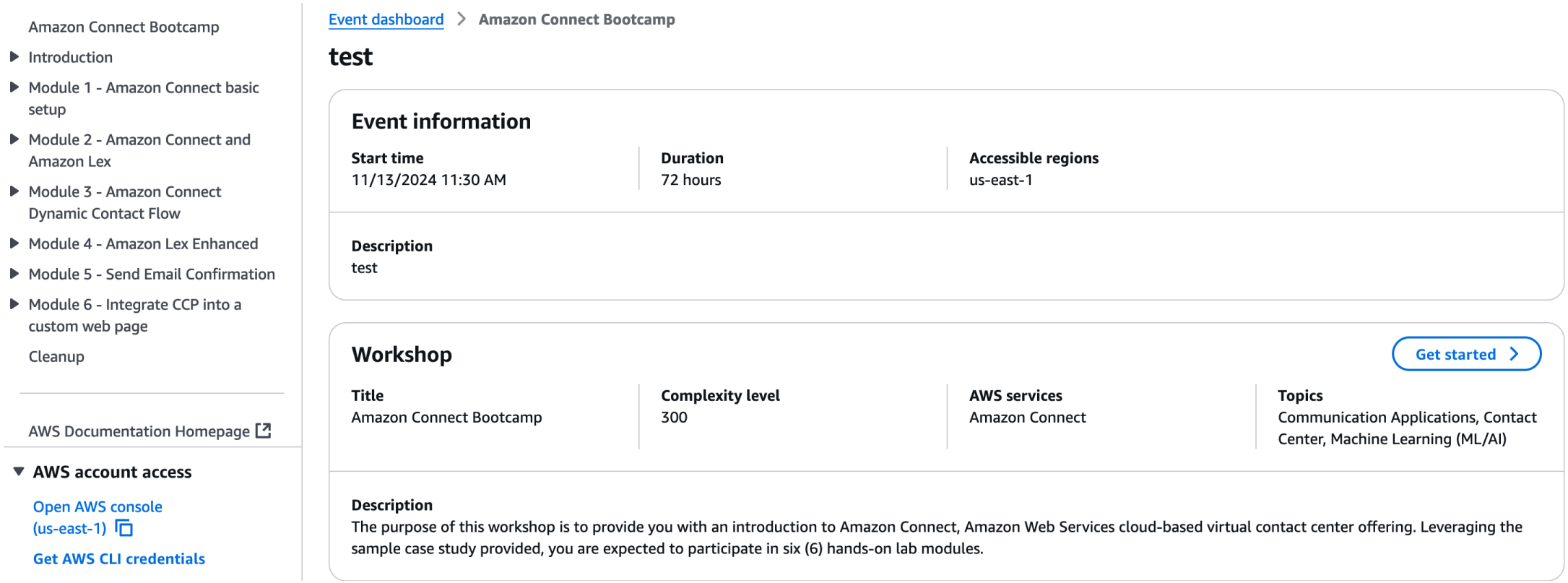
Step 4: Get started with the workshop



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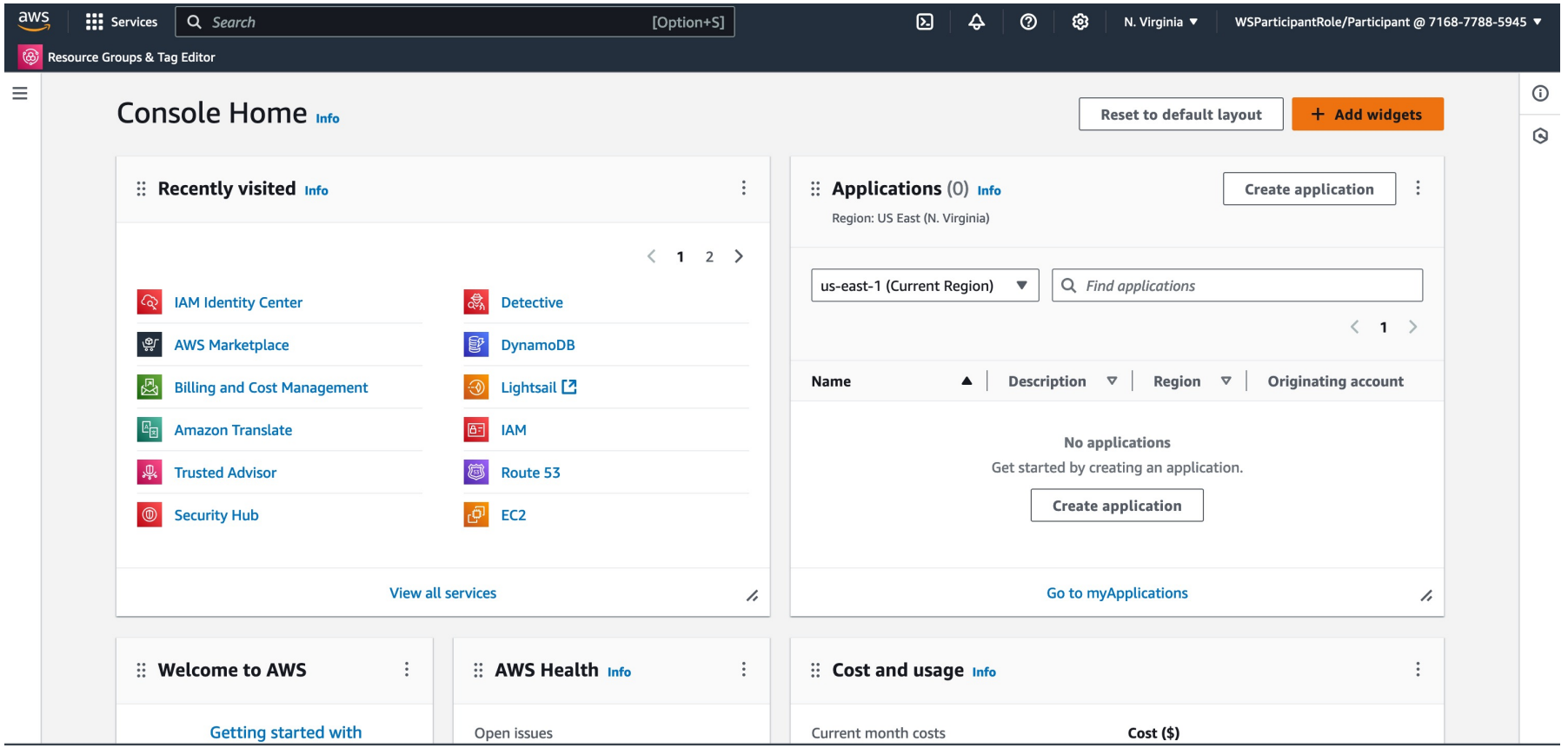
Step 5: Access AWS account



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Additional resources

Amazon Connect Product Page

Amazon Connect Administrator Guide

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Thank you!

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